

Dear Information Technology Vendor:

**Subject: Request for Information (RFI)**

CAPStat Program Executive Information and Data Analysis System

The Office of Contracting and Procurement (OCP), on behalf of the Office of the Chief Technology Officer (OCTO), is contemplating issuing a solicitation to procure, customize and implement a scalable COTS/GOTS Executive Information and Data Analysis System (EIDAS) that meets the business needs of the District of Columbia, and is compliant with the District of Columbia's IT strategy and technology infrastructure. The EIDAS has two primary facets: an Executive Dashboard used by the Mayor, City Administrator, Agency heads, and other executives; data analysis features used by program data analysts to investigate, explore and understand the data in context in order to gain understanding and insight into the relevant aspects and characteristics of the data.

Before the actual issuance of a solicitation, OCP requests information from you in order to finalize the Government's technical requirements. In addition, responses received from you will assist in determining what procurement vehicle will be best suitable for the future solicitation. Specifically OCP, on behalf of OCTO, is seeking:

- Identification of successfully implemented like-kind systems in jurisdictions and organizations with similarly complex structural and information environments.
- Recommendations regarding Best Practices for the EIDAS implementation, including information architecture, analytic information design for the Executive Dashboard and design and data analysis.
- Assistance with the design and implementation of an effective, scalable COTS/GOTS EIDAS.
- Guidance on the potential scope and duration of the Implementation Phase.
- Timeline (Gantt chart format) for a turn-key project broken down into critical path phases.
- Estimated cost of the turn-key project, including design, all project costs, delivery, implementation and training.
- Recommendations regarding the processes and procedures for integrating additional data into the EIDAS as requirements change and additional data becomes available.
- Estimates of the degree of effort in incorporating additional data.

The RFI consists of a six page document, which contains background information and a preliminary set of technical aspects to be considered by contractors. This information has been prepared by the Government's technical experts and is important in your approach to the RFI. Please note that the opportunity to submit questions will end close of business, January 25, 2007. You are requested to submit five copies of your response by January 30, 2007, 2:00 o'clock p.m. to the Office of Contracting and Procurement, Bid Counter, Suite 703 South, 441 Fourth Street NW, Washington D.C., 20001.

Please note that the content of this RFI is proprietary and is the sole property of the D.C. Government. Statements in the RFI are intended as general indicators only. This RFI is not intended as a commitment by the D.C. Government. Information exchange between the Government and any respondents as a result of this RFI, whether in hardcopy, electronic, or verbally communicated form shall be the sole property of the Government. There are no rights granted by this RFI. Any written communication should be directed to [william.sharp@dc.gov](mailto:william.sharp@dc.gov). You can reach me at 202 727-0252.

Sincerely

William Sharp  
Contracting Officer  
Office of Contracting and Procurement  
OCTO Unit

Attachments

## DISTRICT OF COLUMBIA GOVERNMENT

# Request for Information

### **Background**

The District of Columbia Government, Office of the Chief Technology Officer (OCTO), is responsible for I.T. services for all DC Government mayoral agencies. OCTO provides all I.T. services to the DC Government. OCTO is working to design and deploy a new Executive Information System to support the Mayor's Agency Accountability Program. The new system must provide and support analytical data investigation and presentation in forms and formats suitable for Executive Dashboards and Information Analysts' data investigation and publication.

OCTO is seeking assistance from highly-qualified vendors in the analytical data and information industry with proven and well-established reporting, decision support and data analysis and presentation products, along with a track record of successful enterprise executive information system project deliveries to help OCTO design and deploy a new system supporting the Mayor's initiative.

**OCTO's objective is to design, develop and deploy an enterprise-wide Executive Information system supporting the Mayor's Agency Accountability Program by providing city and agency-wide measures of effectiveness in supporting the citizens of D.C.**

The District is willing to enter into a(n) agreement with solution provider(s) to supply, implement, support and maintain an effective Executive Information System.

The DC Government will meet long-term goals for this new system through a new procurement. This RFI is the beginning of that procurement process.

The District intends to exchange information with suppliers relative to addressing the needs and requirements involved and to incorporate technical solutions in preparing a mature Statement of Work for a future Request for Task Order Proposals.

OCTO is prepared to select, purchase and implement a new unified, uniform Executive Information System meeting the following business challenges:

Citywide Monitoring – Effective collection, presentation and analysis of citywide data supporting critical metrics for the city's provision of services to D.C. citizens, residents and visitors.

Executive Dashboards – Central points of access for the Mayor, City Executives, Agency heads, and other executives to information tailored to their individual areas of concern. The dashboards shall be capable of presenting the requisite information in a format that adheres to good analytic information design principles and provides the ability to comprehend the full span of metrics concerns in a single analytic context and presentation.

Analysts' Toolset – Providing the capability to investigate the details and relationships behind the dashboard presentations, enabling the CAPStat analysts to explore and understand the data in context in order to gain understanding and insight into the relevant aspects and characteristics of the data. The Toolset must also provide the ability to publish the data presentations and Analysts' findings in formats suitable for the Mayor's Accountability Program.

## **Technical Aspects to be Considered by Contractors**

Explain how your organization has taken similar objectives described in this document and successfully delivered executive information systems and implementations to other large enterprise customers.

### **General**

- Describe the features and functions of your product.
- Describe the benefits of your product.

### **User Types**

Describe the benefits of your product for each of these user types, and the requisite skills and knowledge of each:

- Executive
- Analyst
- Author
- Administrator
- Others

### **Data definition/access**

- Describe your product's approach to data access, e.g. direct access to existing database(s), preparation of custom/proprietary databases/datastores, etc.
- Describe data access mechanism(s) to:
  - Oracle, SQL Server, DB2 and similar DBMS (list supported systems and supported versions)
  - formatted files, including Microsoft Excel, Atom, CSV, XML and others
  - legacy databases and data stores e.g. mainframe
- Describe scripting/data definition language use to load and structure content, including:
  - transformation capabilities e.g. filters, regular expressions, validation, formatting
  - programming structures e.g. variables, looping, branching
  - exception handling and recovery
- Automatic discovery/reverse engineering of database structure, including presentation-quality schema diagrams and descriptions

### **Data modeling**

- Describe how your product integrates content from different databases and sources
- Does your product support multidimensional model and hierarchies? Explain. Specify limitations (hard or practical) in terms of dimension count, memory, etc.)
  - Does your product provide full user access to individual row instances as opposed to count/summation values
  - Describe strategies and methods for compressing in-memory data content

## Presentation

- **General**
  - Describe your product' s fundamental UI paradigm, e.g. tab-oriented worksheets.
  - Describe the types of display media supported.  
Provide examples.  
See *Appendix – Display Media* for a list of desirable display media.
  - Describe the display media characteristics that can respond dynamically to:
    - data values
    - evaluated properties of the data values e.g. range, set, text matching, etc.
  - Describe the display media characteristics that can respond to end user actions e.g. can the user choose column sort order? Sort order on multiple columns? If so, describe the sort ordering hierarchy – e.g. is defined by column-order, selection-order, etc.
  - Does your product support client-side multidimensional hierarchy drilldowns? In both thick and thin clients?
  - Does it support data selection controls pre-populated by database values?  
Are the controls interdependent, i.e. sub-selecting display values in response to data relationships?
- **Server side**
  - Describe application server architecture, including database access and caching strategies for efficiency.
  - Describe application server functions.
  - Describe application server technical requirements – memory, processor requirements, etc.
  - Describe multi-server collaboration strategies.
  - Describe communication between server and client.  
For example, communication with thin client is via by HTTP/HTTPS or other protocol(s).  
Describe the technology implementing client-server communication, e.g. Apache, IIS, proprietary.
  - Describe effect of additional clients upon server – processing requirements, response time, etc.
- **Thick client** (non-browser independent client software)
  - Operating systems and versions supported
  - Which OS GUI elements are supported by system?
  - Full functional description of capabilities
- **Thin client** (support for web browser-based client)
  - Browsers and versions supported
  - Plug-ins necessary and type (if any)
  - Full functional description of capabilities
  - Which web GUI elements are supported by system?
  - Functional differences (if any) from thick client
- **Integration**
  - Describe your product' s support for integration with other systems via these models:
    - Pull – responds to automated requests for data/content
    - User-action – the User requests an extract/copy of the currently viewed data/content
    - Push – product prepares and publishes data/content to subscribers
  - Explain your product' s support for following output option types:

- PDF
- Postscript
- XML
- JPEG and other image formats
- CSV
- Excel
- Other

## Development

- Describe the development environment; how does your product support analytic information authoring?
  - Who can author/design?
  - Are there separate authoring/design and runtime tools?
  - Is it WYSIWYG?
    - Describe the layout and design features.
  - Describe the mechanisms for connecting display media to data.
- Describe the mechanisms for manipulating, relating and evaluating data within the analytic framework, e.g. record selection, sorting, aggregation (sums, counts, etc.), functions, expressions, temporary and composite fields and variables, etc.
- Describe the scripting/programming languages and technologies involved and the level of technical skills necessary for proficiency with them.

## Extensibility

- Specify programming languages and APIs (e.g.; web services) that support extension & customization of the system
- Specify availability of and packaged interfaces/adaptors to other commercial applications (e.g.; GIS, other analytical tools—Crystal/Business Objects, other municipal enterprise management products—CityWorks, etc.)
- Describe how your product can work with current OCTO environment/standards (Plumtree Portal, Sonic ESB, Enterprise Data Warehouse, Business Objects, etc.)

## Performance

- Provide equipment specification and configuration recommendations for 50, 500 and 1,000 concurrent users
- Specify reference benchmark times for typical, minimum and maximum throughput/response times to:
  - load data content
  - refresh the user interface

## Education resources

- Provide samples/excerpts of documentation for end users, developers and system administrators, e.g.
  - Display media supported, along with configurable properties for each
  - Available functions, formulae and other programmatic elements

*If presentation, design and technical information is contained in documentation provided please so note.*
- Provide links to web-accessible product demos, tours, etc., or versions of same that can be viewed locally.
- Describe training/education courses offered at for each of the user types. If regularly scheduled courses are offered, list locations and dates.

**Support/maintenance**

- Specify telephone support service hours (EST/EDT) and cost for each level of support
- Describe help desk problem escalation procedures
- Describe availability and cost of product-related professional/consulting services offered, including non-Vendor resources where available.

**License**

- Specify software products necessary to provide functionality described in vendor response.
- For each, explain software license model (by server/by seat, concurrent or named users, etc.) per unit cost and volume pricing schedule
- What is annual maintenance fee?
- Is first year maintenance included in license cost?

**Business/References**

- Is responder OEM or VAR for product offered?
- What is the count of commercial releases over what period of time?
- Provide name and contact information for three reference sites using your product that the District may contact as a reference. Include at least one government client.

## ***Appendix – Display Media***

Text – full control over layout and presentation of text.

### Graphs

- Line graphs
- Bar graphs (horizontal and vertical)
- Stacked bar graphs (horizontal and vertical)
- Combination bar and line graphs
- Sparklines
- Bullet graphs
- Scatter plots
- Box plots
- Treemaps

### Tables

Icons – dynamic in response to data values

### Images

### Spatial Maps